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IN THE SPECIFICATION

Please replace the paragraph beginning on page 2, line 20 with the following:

--The BIOS launches when a user computer system is turned on. The BIOS in turn, and at the appropriate time, launches the Internet agent. The Internet agent adds a predetermined number (preferably two) of special MIME (Multipurpose Internet Mail Extension) headers to the registry. The default web browser web page is changed to point to the web page on the central server. --

Please replace the paragraph beginning on page 3, line 9 with the following:

--Referring to the drawing figures, Fig. 1, illustrates an exemplary system 10 in which the present invention may be used. The system 10 comprises a central server 11 which is coupled to the Internet 12, along with a plurality of user computer system 13 which are also coupled to the Internet 12. The central server 11 may be a PhoenixNet central server 44 operated by the assignee of the present invention. It is to be understood that interconnection of the central server 11 and user computer systems 13 may be readily achieved in any manner that permits transfer of Internet mail-type messages, and may include intranets, wireless and other communication media.--

Please replace the paragraph beginning on page 3, line 23 with the following:

--Each user computer system 13 comprises an operating system 16 that is launched by the system BIOS ~~15~~ 14. The operating system 16 of the user computer system 13 operates to set up a registry 17, such as a Windows-type registry ~~17~~, for example, when launched. Each user computer system 13 comprises a web browser 18 that is used in the context of the present invention to contact the central server 11 when it is launched.--

Please replace the paragraph beginning on page 3, line 29 with the following:

--The Internet agent 15 is used to "clientify" the user computer system 13 during system BIOS boot in the manner described in detail below. The Internet agent 15 adds a predetermined number (preferably two) of special MIME (Multipurpose Internet Mail Extension) headers 19 to the registry 17. Examples of the MIME headers 19 that may

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preferably be employed with the Internet agent 15 are Content-Type:text/PTL and User-Agent: PTL/1.0.--

Please replace the paragraph beginning on page 3, line 35 with the following:

--The Internet agent 15 changes the default browser web page to point to the (PhoenixNet) web page on the central server 11. Once the Internet agent 15 "clientifies" the user computer system 13 during booting of the system BIOS 14, the ~~server computer~~ central server 11 and the Internet 12 are used to provide service and technical support to users.

Please replace the paragraph beginning on page 4, line 3 with the following:

--In operation, the BIOS 14 launches when the user computer system 13 is turned on. The BIOS 14 in turn, and at the appropriate time, launches the Internet agent 15. The Internet agent 15 adds the MIME headers 19 to the ~~Windows~~ registry 17. The default web page of the web browser 18 is changed to point to the web page on the ~~server computer~~ central server 11--

Please replace the paragraph beginning on page 5, line 4 with the following:

--Fig. 2 is a flow diagram that illustrates an exemplary method 30 in accordance with the principles of the present invention that permits identification of user computer systems ~~11~~ 13 to provide service and technical support. The method 30 comprises the following steps --

Please replace the paragraph beginning on page 5, line 8 with the following:

--One or more user computer system 13 are interconnected 31 to a central server (e.g. server computer) 11, such as by way of the Internet 12 or by way of an intermediate intranet and server. Each user computer system 13 is loaded 32 with a system BIOS 14 that preferably contains an Internet agent 15, an operating system 16 that is launched by the system BIOS ~~14~~ 14 and that sets up a registry 17, and a web browser 18. The server computer 11 is loaded 33 with web page software that permits communication with the web browsers 18 of the user computer systems 13.--